

GENERAL INFORMATION

RESERVATIONS Reservations will be confirmed upon receipt of deposit. Please fill out the form located in the back of this brochure. The form must be signed and sent with your deposit. Forms of payment can be a check or money order made out to Progressive Travel or a master card, visa, or discover credit card. The deposit amount will differ depending on the tour. Please see each tour for specific deposit instructions.

PAYMENTS Your deposit and reservation form should be mailed to Progressive Travel, B3872 Hwy 13, Spencer, WI 54479. A tour confirmation will be sent once a deposit is received. This receipt will indicate the balance due and the date payment is to be made. No further notice will be sent. Please mark the tour code or tour name in the memo field of your check or money order. Finals by credit card may be called into the office if you have already signed the reservation agreement form.

CREDIT CARDS Progressive Travel now accepts Mastercard, Visa and Discover. Your deposit and/or final can be paid by credit card. Occasionally, we partner with other tour companies that accept additional credit cards other than Mastercard, Visa or Discover.

DEPARTURE POINTS Each tour will have designated pick-up points. These locations are determined by the tour routing and to some extent, the location of the tour participants. Shuttle service is available by request for eight or more passengers to be picked up at the same location. Parking at these locations is at the sole discretion of the passenger and will not hold Progressive Travel responsible for theft or damage to property left at these locations.

CANCELLATION & REFUNDS Please be aware that most tours have cancellation penalties. Please see each tour for specific cancellation policy. We highly recommend trip cancellation insurance to protect your investment.

TRAVEL INSURANCE PROGRAM To avoid the loss of non-refundable expenses should it be necessary to cancel, we offer a comprehensive insurance program which is under written by Insure America, a division of Travel Guard. Not only does this program cover loss of cancellation penalties but also includes medical coverage and lost baggage. A description of coverage will be mailed to customers upon request.

INSURANCE PREMIUM The following is a chart of premium costs determined by the per person tour cost.

Cost of Tour	Premium Cost	Cost of Tour	Premium Cost
\$0 - \$300	\$20	\$2,001 - \$2,500	\$155
\$301 - \$500	\$35	\$2,501 - \$3,500	\$200
\$501 - \$700	\$50	\$3,501 - \$4,500	\$245
\$701 - \$900	\$65	\$4,501 - \$5,500	\$290
\$901 - \$1,100	\$75	\$5,501 - \$6,500	\$335
\$1,101 - \$1,500	\$95	\$6,501 - \$7,500	\$380
\$1,501 - \$2,000	\$125	\$7,501 - \$8,500	\$425

The insurance premium should be paid at the time of deposit in order to avoid the pre-existing medical exclusion. Premiums are non-refundable. Ask us for a full description brochure if needed.

TOUR DOCUMENTS Each passenger will receive their tour information approximately 10 days prior to departure. This information will include pick-up and return times and locations, a passenger itinerary, hotel names, addresses and telephone numbers, a luggage tag and other pertinent information for that particular tour. It is the passengers' responsibility to obtain proper identification as required for airline flights, visas and passports for foreign countries etc.

LUGGAGE Each passenger is allowed one suitcase and one carry-on bag. Due to the nature of our European motorcoaches, carry-on

bags must be no larger than a small duffel bag. Luggage delivery is included with all tours for one suitcase and should not weigh over 45 pounds. We cannot accept responsibility for any lost or damaged luggage, be it a delivered suitcase or a carry-on bag. Travel Insurance is recommended to cover luggage damage. Ask us for a fuller description brochure if needed.

SMOKING POLICY Due to many state laws, smoking will not be allowed at any group meal. Smoking is not allowed while on board our motorcoaches; however, frequent stops are made to accommodate those who smoke.

SEAT ROTATION POLICY We encourage our participants to join in our seat rotation as means for everyone to benefit for meeting your fellow travelers and sharing in the front seats. For those passengers that wish not to rotate they will be required to take a seat in the back part of the coach in front of the lounge or table areas.

INCLUDED MEALS & ATTRACTIONS Our tours are sold as packages. For any passengers choosing not to join the group for an included meal or attraction, a refund will not be available. Meals are indicated at the end of each day. B=Breakfast, L=Lunch, D=Dinner, CB=Continental Breakfast, DCB=Deluxe Continental Breakfast, AT=Afternoon Tea, SN=Snack

ACCOMMODATIONS Since this aspect of any tour is one of the most important, we choose these properties carefully. Consideration for selection of hotels includes cleanliness, location in regard to other restaurants or shops, how safe the area is, and what facilities the hotel has to offer.

PARKING All pick-up locations used by Progressive Travel allow parking for the duration of the tour and are free of charge. Progressive Travel and/or the owners of these lots are not responsible for vehicles left in these areas.

GRATUITIES Tips for any included meals, sightseeing guides, luggage service, etc. are included in the cost of the tour. Tips for any service that is not included with the tour are at the discretion of each passenger. Tips for Progressive Travel tour directors and motor-coach operators should be given individually on the last evening of the tour or the last day.

GROUP TOURS Progressive Travel welcomes any group of any size. Groups are welcome to join any tour we have organized or we can customize an itinerary to meet your needs.

RESPONSIBILITY Progressive Travel Inc. cannot be held responsible for any lost, damaged or stolen articles. Progressive Travel Inc. reserves the right to alter, delay or cancel any tour. Progressive Travel Inc. reserves the right to accept, decline, or retain any person as a participant of these tours at any time. Objectionable passengers may be removed from a tour at their own expense at any time. Prices listed are subject to change. We reserve the right to add a surcharge or to modify or cancel a tour if we are faced with significant increased costs and/or currency fluctuations over which we have no control. Signing our tour agreement is acceptance of these conditions. It also authorizes Progressive Travel to use photos taken for future tour campaigns. These tours are arranged and operated by Progressive Travel Inc. and other tour operator partners. Progressive Travel is located at B3872 Hwy 13, Spencer, WI 54479, license #137552 as granted by the Federal Department of Transportation. Progressive Travel Inc., and their agents act only as an agent for such other parties, tour operators, firms or corporations providing services described herein. No liability shall be incurred by Progressive Travel Inc., or their agents as a result of injury, delay, or loss or other complications experienced by tour participants.